



17<sup>th</sup> June 2020

### Policies and complaints during COVID-19

Our policies are under constant review as always and due to the pandemic, additional safety measures and temporary changes may be brought in to deal with the constantly evolving situation, government guidance and statutory measures.

DfE does not expect schools to handle new or existing complaints while they are partially closed during the coronavirus outbreak. However, it is still our intention to engage with parents and pupils where we can.

If you have any specific questions on our policies or complaints please email the school office, [office@kha-tkat.org](mailto:office@kha-tkat.org) where your request will be forwarded to the appropriate person.

Sue Jinks  
Executive Business Manager